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EXAMINER

NEURAUTER, GEORGE C

ART UNIT	PAPER NUMBER
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2143

DATE MAILED: 04/01/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/816,139

Applicant(s)

TAKITA, YUKIKO

Examiner

George C. Neurauter, Jr.

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 December 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-41 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-41 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 26 March 2001 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

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DETAILED ACTION

Claims 25-41 have been added. Claims 1-41 are currently presented and have been examined.

Response to Arguments

Applicant's arguments filed 3 December 2004 have been fully considered but they are not persuasive.

The Applicant argues that "RealAudio" does not teach a continuation signal as claimed. The Examiner has interpreted the "continuation signal" as the data packets received by a receiver since, if the packets are not received by a receiver, the content cannot be reproduced continuously. The limitations of "continuation signal" ("packets" as shown in "RealAudio") and "content" are distinct from one another since the receiver processes the packets to reproduce the content as disclosed in "RealAudio" (page 18, "Sound") and also as recited in the claim ("enabling said content to be reproduced continuously"). The Examiner points to page 12, lines 28-33 as support for this interpretation wherein the specification discloses: "Refresh signal [continuation signal] RF may be any trigger signal functioning, with respect to a content reproduction application, to accomplish continuous reproduction of relevant content...For example, refresh signal RF may be a regularly arranged signal train like "01111110'', a pulse signal kept at a low level for a

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predetermined period, a signal formed with a predetermined frequency, and the like." In view of this disclosure within the specification, it appears that the continuation signal does not discriminate between receivers. Therefore, the Examiner interprets this "continuation" or "refresh signal" to be any signal that may accomplish continuous reproduction of relevant content to any number of receivers and, based on the broadest reasonable interpretation of the claim as required by MPEP 2111 based upon the disclosures of the specification, "RealAudio" discloses the limitations of the claim. The Examiner is required under MPEP 2111 to interpret the claim limitations in terms of their broadest reasonable interpretations while determining patentability of the disclosed invention. See also *In re American Academy of Science Tech Center*, 2004 WL 1067528 (Fed. Cir. May 13, 2004) ("While the claims of issued patents are interpreted in light of the specification, prosecution history, prior art and other claims, this is not the mode of claim interpretation to be applied during examination. During examination, the claims must be interpreted as broadly as their terms reasonably allow.") Further, although the claims are interpreted in light of the specification, limitations from the specification are not read into the claims. See *In re Van Geuns*, 988 F.2d 1181, 26 USPQ2d 1057 (Fed. Cir. 1993). The Examiner has

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interpreted the claims with scope in parallel to the Applicant in the response and reiterates the need for the Applicant to more clearly and distinctly define the claimed invention.

The Applicant also argues that "RealAudio" does not teach wherein the continuation signal can only be received in a predetermined area. The Examiner notes that the specification does not provide a clear definition for the limitation "predetermined area" and, therefore, the limitation has been interpreted based upon its plain meaning as required by MPEP 2111.01. The Examiner has interpreted the "predetermined area" as any area that is able to receive the continuation signal such as the Internet since any receiver may receive the continuation signal as long as the receiver is connected to the Internet. Further, based on the Examiner's interpretation of the continuation signal as shown above, any receiver able to receive the continuation signal is interpreted as being within the "specified area". Therefore, based on the broadest reasonable interpretation of the claim as required by MPEP 2111, "RealAudio" discloses the limitations of the claim.

Drawings

The drawings are objected to under 37 CFR 1.84(p)(2) because Figure 10A uses letters other than in the English alphabet. Corrected drawing sheets in compliance with 37 CFR

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1.121(d) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. The figure or figure number of an amended drawing should not be labeled as "amended." If a drawing figure is to be canceled, the appropriate figure must be removed from the replacement sheet, and where necessary, the remaining figures must be renumbered and appropriate changes made to the brief description of the several views of the drawings for consistency. Additional replacement sheets may be necessary to show the renumbering of the remaining figures. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

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A person shall be entitled to a patent unless -

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

Claims 1-29, 32, and 36-37 are rejected under 35

U.S.C. 102(b) as being anticipated by "Release Notes: RealAudio Player 2.0 for Windows" ("RealAudio").

Regarding claim 1, "RealAudio" discloses a content distribution system comprising at least one content reception apparatus receiving and reproducing distributed content (referred to throughout the reference as "RealAudio Player") and a content distribution apparatus distributing said content ("RealAudio Server"), wherein said content distribution apparatus distributes a continuation signal for enabling said content to be reproduced continuously ("real-time audio delivery on demand"; page 2), and said content reception apparatus is unable to reproduce said content while said content reception apparatus is unable to receive said continuation signal (page 27, "Loss Correction", specifically "...the lost packets are dropped, causing a skip.").

Regarding claim 2, "RealAudio" discloses a content reception apparatus receiving and reproducing content (referred to throughout the reference as "RealAudio Player"), wherein said content reception apparatus is unable to reproduce said received

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content while said content reception apparatus is unable to receive a continuation signal for enabling said content to be reproduced continuously. (page 27, "Loss Correction", specifically "...the lost packets are dropped, causing a skip.").

Regarding claim 3, "RealAudio" discloses the content reception apparatus according to claim 2, wherein said received content is reproduced according to reproduction procedure information ("14.4 algorithm" or "28.8 algorithm") indicating a procedure for reproducing said content. (page 5, "Bandwidth Negotiation", specifically "The RealAudio Player will now ask the RealAudio Server for a 14.4 or a 28.8 file...")

Regarding claim 4, "RealAudio" discloses the content reception apparatus according to claim 3, wherein said reproduction procedure information is received together with said content. (page 5, "Bandwidth Negotiation", specifically "The RealAudio Player will now ask the RealAudio Server for a 14.4 or a 28.8 file...")

Regarding claim 5, "RealAudio" discloses the content reception apparatus according to claim 2, wherein said continuation signal can be received only within a predetermined area ("Internet"). (page 1, "About the RealAudio Player", paragraph 2 beginning "The RealAudio Player 2.0 for Windows...")

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Regarding claim 6, "RealAudio" discloses the content reception apparatus according to claim 2, wherein said content reception apparatus comprises information presentation means for receiving and presenting content-specifying information specifying respective types of said content, and said content which is designated based on said content-specifying information presented by said information presentation means is requested and received. (page 5, "Bandwidth Negotiation", specifically "The RealAudio Player will now ask the RealAudio Server for a 14.4 or a 28.8 file...")

Regarding claim 7, "RealAudio" discloses the content reception apparatus according to claim 6, wherein, when the number of said contents which can be distributed is predetermined for each of said types, said content-specifying information is updated based on a type of said content received by said content reception apparatus. (page 5, "Bandwidth Negotiation", specifically "The RealAudio Player will now ask the RealAudio Server for a 14.4 or a 28.8 file, based on the bandwidth designated in your preferences")

Regarding claim 8, "RealAudio" discloses the content reception apparatus according to claim 2, wherein said content reception apparatus further comprises means for deleting said received content and for sending a signal regarding the deleting

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to a distributor. (page 1, specifically "The RealAudio Player 2.0 for Windows allows you to listen to live and pre-recorded RealAudio files over the Internet in real-time, without downloading"; page 20, specifically "...the audio stream received by the Player will collect in the buffer (holding area) until enough packets arrive to start playing the audio stream"; page 26, specifically "...the RealAudio Player sends connection quality statistics to the RealAudio server after playing a clip")

Regarding claim 9, "RealAudio" discloses the content reception apparatus according to claim 8, wherein content-specifying information is updated based on a type of said content deleted by said content reception apparatus. (page 26, specifically "...the RealAudio Player sends connection quality statistics to the RealAudio server after playing a clip. This feature helps connection providers assure transmission quality")

Regarding claim 10, "RealAudio" discloses a content distribution apparatus ("RealAudio Server") comprising: content distribution means for distributing content; and continuation signal distribution means for distributing a continuation signal which must be received at least periodically by a receiver which receives said distributed content to enable said content to be

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reproduced continuously by said receiver. ("real-time audio delivery on demand"; page 2; page 11, specifically "Packet loss occurs when some packets are dropped...when packet loss occurs...sound quality deteriorates..."; page 27, "Loss Correction", specifically "...the lost packets are dropped, causing a skip.")

Regarding claim 11, "RealAudio" discloses the content distribution apparatus according to claim 10, wherein said content distribution apparatus further comprises means for managing the number of said distributed contents. (page 5, "Bandwidth Negotiation", specifically "The RealAudio Player will now ask the RealAudio Server for a 14.4 or a 28.8 file...")

Regarding claim 12, "RealAudio" discloses the content distribution apparatus according to claim 10, wherein said content distribution apparatus distributes reproduction procedure information ("14.4 algorithm" or "28.8 algorithm") indicating a procedure for reproducing said content. (page 5, "Bandwidth Negotiation", specifically "The RealAudio Player will now ask the RealAudio Server for a 14.4 or a 28.8 file...")

Regarding claim 13, "RealAudio" discloses the content distribution apparatus according to claim 10, wherein said continuation signal is distributed within a predetermined area.

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("Internet"). (page 1, "About the RealAudio Player", paragraph 2 beginning "The RealAudio Player 2.0 for Windows...")

Regarding claim 14, "RealAudio" discloses the content distribution apparatus according to claim 10, wherein said continuation signal is distributed by means of broadcasting. ("real-time audio delivery on demand"; page 2)

Regarding claim 15, "RealAudio" discloses the content distribution apparatus according to claim 10, wherein said content is distributed by means of broadcasting. ("real-time audio delivery on demand"; page 2)

Regarding claim 16, "RealAudio" discloses the content distribution apparatus according to claim 10, wherein, when said content distribution apparatus receives an acquisition request for acquiring said content: as desired, said content distribution apparatus distributes said desired content to a source of said request. (page 1, "About the RealAudio Player 2.0", paragraph 2 beginning "The RealAudio Player 2.0 for Windows", specifically "Simply click on a RealAudio link...and your RealAudio Player will automatically open and play the file you have selected.")

Regarding claim 17, "RealAudio" discloses a content reception method comprising the steps of: receiving content; and reproducing said content received in said receiving step ("real-

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time audio delivery on demand"; page 2), wherein reproduction of said received content is impossible in said content reproducing step while reception of a continuation signal for enabling said content to be reproduced continuously is impossible. (page 27, "Loss Correction", specifically "...the lost packets are dropped, causing a skip.")

Claims 19 and 21 are rejected since these claims recite a machine-readable recording medium and program product that contain substantially the same limitations as recited in claim 17.

Regarding claim 18, "RealAudio" discloses a content distribution method comprising the steps of: distributing content; and distributing a continuation signal which must be received at least periodically by a receiver which receives said distributed content to enable said received content to be reproduced continuously by said receiver. ("real-time audio delivery on demand"; page 2; page 11, specifically "Packet loss occurs when some packets are dropped...when packet loss occurs...sound quality deteriorates..."; page 27, "Loss Correction", specifically "...the lost packets are dropped, causing a skip.")

Claims 20 and 22 are rejected since these claims recite a machine-readable recording medium and program product that

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contain substantially the same limitations as recited in claim 18.

Regarding claim 23, "RealAudio" discloses a content distribution system comprising at least one content reception apparatus receiving and reproducing distributed content (referred to throughout the reference as "RealAudio Player") and a content distribution apparatus distributing said content ("RealAudio Server"), wherein said content distribution apparatus distributes a continuation signal for enabling said content to be reproduced continuously ("real-time audio delivery on demand"; page 2), and said content reception apparatus can reproduce said content only while said content reception apparatus can receive said continuation signal. (page 26, "Receive Audio Via", specifically "The default behavior for RealAudio is to receive RealAudio data packets...")

Regarding claim 24, "RealAudio" discloses a content reception apparatus receiving and reproducing content (referred to throughout the reference as "RealAudio Player", wherein said content reception apparatus can reproduce said received content only while said content reception apparatus can receive a continuation signal for enabling said content to be reproduced continuously. (page 26, "Receive Audio Via", specifically "The

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default behavior for RealAudio is to receive RealAudio data packets...")

Regarding claim 25, "RealAudio" discloses a content distribution method comprising:

distributing content and distributing a refresh signal within a specified area so a receiver within the specified area can receive the refresh signal and a receiver outside the specified area cannot receive the refresh signal (page 1, "About the RealAudio Player", paragraph 2 beginning "The RealAudio Player 2.0 for Windows..."), wherein a receiver must at least periodically receive the refresh signal in order to reproduce the content it receives. (page 27, "Loss Correction", specifically "...the lost packets are dropped, causing a skip.")

Claims 34 and 35 are also rejected since claims 34 and 35 recite a storage device and content reception apparatus that contains substantially the same limitations as recited in claim 25.

Regarding claim 26, "RealAudio" discloses the method according to claim 25, further comprising:

distributing a content reproduction application usable by a receiver for reproducing the distributed content. (page 1, specifically "This document explains how to download...the RealAudio Player" and "The RealAudio 2.0 player is available

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from RealNetworks' web site"; pages 16 and 17, specifically "How do I download and install the RealAudio player?"

Regarding claim 27, "RealAudio" discloses the method according to claim 25, wherein the refresh signal is distributed periodically. (page 18, specifically "RealAudio...files are transferred to your player at a rate of...kb/second")

Regarding claim 28, "RealAudio" discloses the method according to claim 25, wherein the content and the refresh signal are distributed by broadcasting. (page 1, specifically "The RealAudio player 2.0 for Windows allows you to listen to live and pre-recorded RealAudio files over the Internet in real time")

Regarding claim 29, "RealAudio" discloses the method according to claim 25, wherein the content and the refresh signal are distributed wirelessly. (page 1, specifically "The RealAudio player 2.0 for Windows allows you to listen to live and pre-recorded RealAudio files over the Internet in real time")

Regarding claim 32, "RealAudio" discloses the method according to claim 25, wherein content is distributed to a particular receiver in response to a request therefrom. (page 1, specifically "Simply click on a RealAudio link from a World Wide

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Web page, and your RealAudio Player will automatically open and play the file you have selected.”)

Regarding claim 36, “RealAudio” discloses a content reproduction method comprising receiving content and receiving a refresh signal (page 1, “About the RealAudio Player”, paragraph 2 beginning “The RealAudio Player 2.0 for Windows...”);

setting a timer based on the refresh signal and reproducing the received content for output to a user only during a time period specified by the timer. (page 1, specifically “the Player will continue to play the selected audio file until the file is finished”; page 20, specifically “The display to the right shows how long the clip has been playing and the total length of the clip”)

Regarding claim 37, “RealAudio” discloses the method according to claim 36, further comprising storing the received content in a storage device and deleting the received content from the storage device after the time period specified by the timer is over. (page 1, specifically “The RealAudio Player 2.0 for Windows allows you to listen to live and pre-recorded RealAudio files over the Internet in real-time, without downloading”; page 20, specifically “...the audio stream received by the Player will collect in the buffer (holding area) until enough packets arrive to start playing the audio stream”)

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Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that

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was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

1. Claims 30-31 are rejected under 35 U.S.C. 103(a) as being unpatentable over "RealAudio".

Regarding claims 30 and 31, "RealAudio" discloses the method according to claim 25.

"RealAudio" does not expressly disclose wherein the specified area within which the refresh signal is distributed is an airplane or a room.

However, these differences are only found in the nonfunctional descriptive material and are not functionally involved in the steps recited. The content distribution method would be performed the same regardless of the data. Thus, this descriptive material will not distinguish the claimed invention from the prior art in terms of patentability. See *In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to include the nonfunctional descriptive material with the claimed invention because such data does not functionally relate to the

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steps in the method claimed and because the subjective interpretation of the data does not patentably distinguish the claimed invention.

2. Claims 33 and 41 are rejected under 35 U.S.C. 103(a) as being unpatentable over "RealAudio" in view of "RealAudio Server Administration and Content Creation Guide Version 3.0" ("RealAudio Server").

Regarding claim 33, "RealAudio" discloses the method according to claim 25.

"RealAudio" does not expressly disclose wherein the distributed content comprises a plurality of content types and each content type has an associated number specifying the maximum number of receivers to which that content type can be distributed at any one time, however, "RealAudio Server" does disclose these limitations (pages 64 and 65, specifically "max is the maximum number of streams allocated to this account").

In view of the specific references made within "RealAudio" and "RealAudio Server" regarding the use of content distribution apparatuses and content reception apparatuses to distribute content, one of ordinary skill in the art would have found it obvious to combine the teachings of these references because one of ordinary skill in the art would have been directed to the references based on the specific references to each other.

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Regarding claim 41, "RealAudio" discloses a content distribution method comprising distributing content and distributing a refresh signal within a specified area so a receiver within the specified area can receive the refresh signal and a receiver outside the specified area cannot receive the refresh signal, wherein the refresh signal must be received at least periodically by a receiver in order for that receiver to reproduce the distributed content.

"RealAudio" does not disclose maintaining a content distribution record indicative of the number of receivers to which each type of content is distributed, however, "RealAudio Server" does disclose this limitation (page 94, specifically "Monitor Client List")

"RealAudio" does not disclose wherein the distributed content comprises a plurality of content types and each content type has an associated number specifying the maximum number of receivers to which that content type can be distributed at any one time, however, "RealAudio Server" does disclose this limitation (pages 64 and 65, specifically "max is the maximum number of streams allocated to this account")

"RealAudio: does not disclose updating the content distribution record based on data received from the receivers, however, "RealAudio Server" does disclose this limitation (pages

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100-102, specifically "Extended connection statistics sent by the Player when it completes playing a clip").

Claim 41 is rejected since the motivations regarding the combination of these references cited in claim 33 also apply to claim 41.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

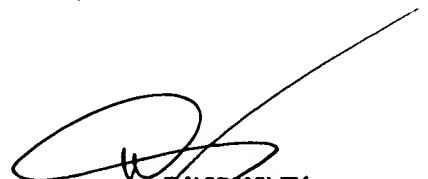
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Any inquiry concerning this communication or earlier communications from the examiner should be directed to George C. Neurauter, Jr. whose telephone number is (571) 272-3918. The examiner can normally be reached on Monday through Friday from 9AM to 5:30PM Eastern.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Wiley can be reached on (571) 272-3923. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

gcn



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TECHNOLOGY CENTER 2100